



**North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities,
and Substance Abuse Services**

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Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Michael Moseley, Director

August 2, 2004

MEMORANDUM

To: LME Directors

Through: Michael Moseley, Director

From: Flo Stein, Chief
Community Policy Management Section

Re: Invitation to LME Orientation Session on the Enhanced
NC-TOPPS for Substance Abuse and Mental Health Services

This is an invitation to your staff to attend a Local Management Entity (LME) Orientation Session scheduled in September on the **Division's plan to transition from the paper based Consumer Outcomes Inventory (COI) system to the enhanced North Carolina Treatment Outcomes and Program Performance System (NC-TOPPS) web-based data collection application for substance abuse and mental health clients.** Beginning in 1997, NC-TOPPS has been implemented very successfully for substance abuse, including the current web-based application that has been operational since April 2003, to collect performance and outcome measures on specific substance abuse populations. A number of LMEs have adopted NC-TOPPS for use with all of their substance abuse clients.

Beginning in October 2004, NC-TOPPS will be enhanced and expanded to capture performance and outcome measurement for substance abuse and mental health clients. The Division plans to facilitate the progressive rollout of the NC-TOPPS integrated web-based system in the last three quarters of SFY 2005. Phase-in of LMEs and providers will occur through a priority utilization request basis in three phases to maximize the Division's ability to provide adequate training, support and technical assistance during this transition period. As LMEs and their providers are trained and approved to implement the NC-TOPPS web-based system, they will stop using the COI for substance abuse and mental health clients. **Please note that all LMEs remain responsible for completing COIs on substance abuse and mental health clients as required until the LME is officially approved in writing to transition to NC-TOPPS for these populations.** Full implementation of enhanced NC-TOPPS for substance abuse and mental health is to be completed in all LMEs no later than June 30, 2005.

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Two LME Orientation sessions are scheduled. One will be in Raleigh; the other will be near Statesville. Please see the attached LME Orientation flyer on this transition to be distributed to your staff that notes the dates and locations. Also included is a LME Orientation Registration form for your staff to complete. Each session will have a limit of 75 LME participants.

LME personnel that should attend this Orientation include staff in provider management, quality improvement, medical records, clinical and information systems. We also would like to request the participation of our NC-TOPPS Advisory Committee members to assist in the presentation of these Orientation sessions.

The LME Orientation will introduce your LME staff to NC-TOPPS and the web-based application. At this LME Orientation, we will also present a preliminary plan for the training of your contract providers who will be responsible for completing NC-TOPPS. We will be eliciting your staffs' input on the most efficient and effective way that we may partner in this activity to train your local providers.

Please have your staff complete the registration form and return by fax or email to Doris Leaston, 919.863-4601 (fax) or leaston@ndri-nc.org. Directions will be sent a few days prior to the meeting to those who register. If you have any questions, please contact Marge Cawley at 919.863.4600, ext. 223.

Attachments:

- North Carolina Treatment Outcomes and Program Performance System (NC-TOPPS) for Mental Health Services
- NC-TOPPS for Mental Health and Substance Abuse Services LME Orientation Flyer
- Registration Form for LME Orientation

cc: Carmen Hooker Odom, Secretary
Lanier Cansler
Jim Bernstein
Executive Leadership Team
Carol Duncan-Clayton
Mike Mayer
Bob Hedrick
Kaye Holder
Patrice Roesler
Robin Huffman
Marge Cawley
Mindy McNeely
Dick Oliver
Shealy Thompson
Gary Imes
Deborah Merrill
Joan Kaye

LME Orientation Dates

NC-TOPPS for Substance Abuse and Mental Health Services

WHEN/WHERE:

- September 14, 2004 (Tuesday) at Holiday Inn Statesville,
1215 Garner Bagnal Blvd, Statesville, NC
- September 30, 2004 (Thursday) at NCSU McKimmon Center
Corner of Gorman St. and Western Blvd., Raleigh, NC

Sessions are from 10:00 a.m. to 3 p.m. Registration starts at 9:30 a.m. You will be on your own for an hour lunch break.

FOR WHOM: LME staff who are responsible for provider management, quality improvement, medical records, clinical and information systems and LME NC-TOPPS Advisory Committee members

Email Leaston@ndri-nc.org, if needed, for a **REGISTRATION FORM**, or download the form from <https://nctopps.ncdmh.net> . **Registration required by August 30, 2004.**